

# 1. Q&A

Q : How to reset camera back to factory default setting?

A : Hold the reset button for about 10 seconds to reset camera. Camera default password: 888888 (Strong recommend to revise your camera password).

Q : Any WiFi connection tips?

A : Camera can only support 2.4G frequency signal, and 802.11b/g/n WiFi network.

1) The connected WiFi password should be less than 16 digitals, and can not contain @ ¥ ! ect special digitals, suggest to revise the password to only contain letters and numbers.

2) Please upgrade to the latest APP version.

Q: No vision at night time?

A : ① Check the IR function is enabled or not;

② Check the IR LED is on or not;

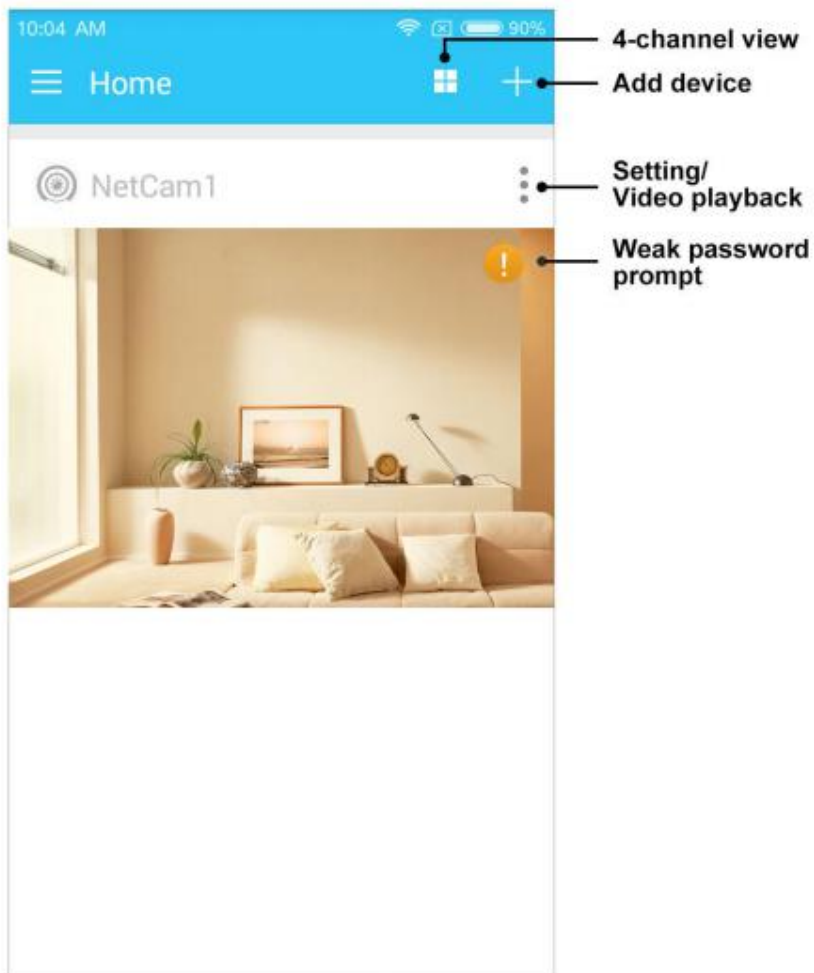
③ Reset camera back to factory setting;

④ Try to upgrade the camera to the latest firmware.

Q: What to do if camera picture is blurred?

A: ① Enter video interface, adjust the picture quality to the HD mode;

② Clean the camera lens with a cotton swab.



## 2. Software download

- ① Visit "www.ey4.so" to download
- ② Search Eye4 in APP Store, Android market ect
- ③ Scan below QR code to download.



## 3. Register

- ① Android/iOS client click "Sign up now", input user name and password to finish registration.
- ② Also can use the third party account to login.

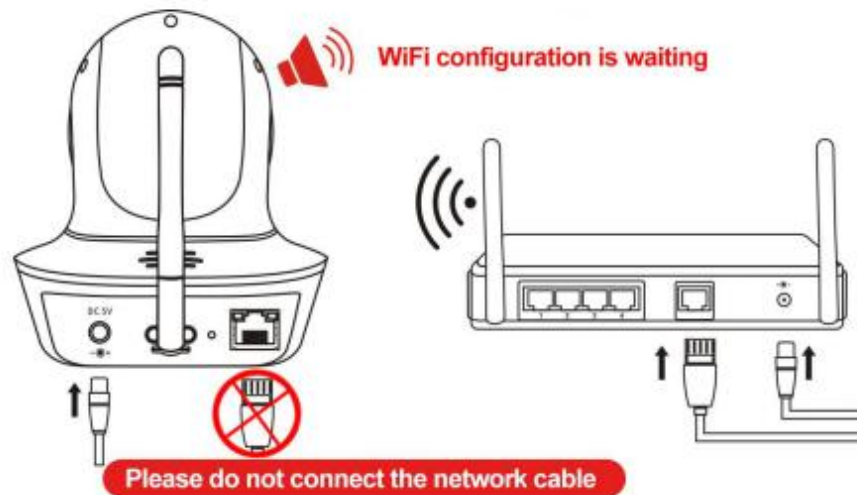
## 4. Add device


### Installation method one:

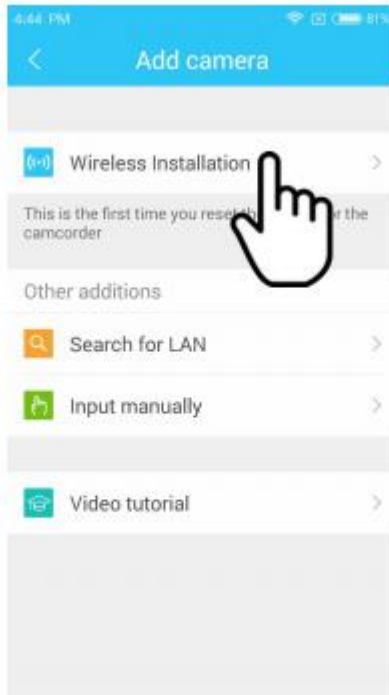
Please connect the camera power, wait camera speaks " WiFi configuration is waiting" ( If camera has no sound, please

reset the camera back to factory setting).

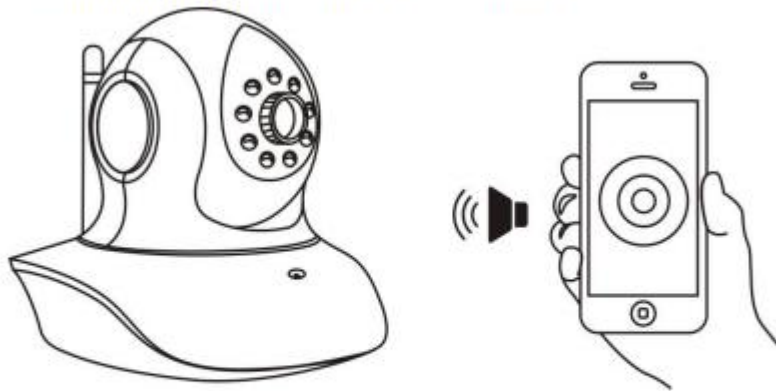
**Attention: Outdoor camera please refer to the method two**



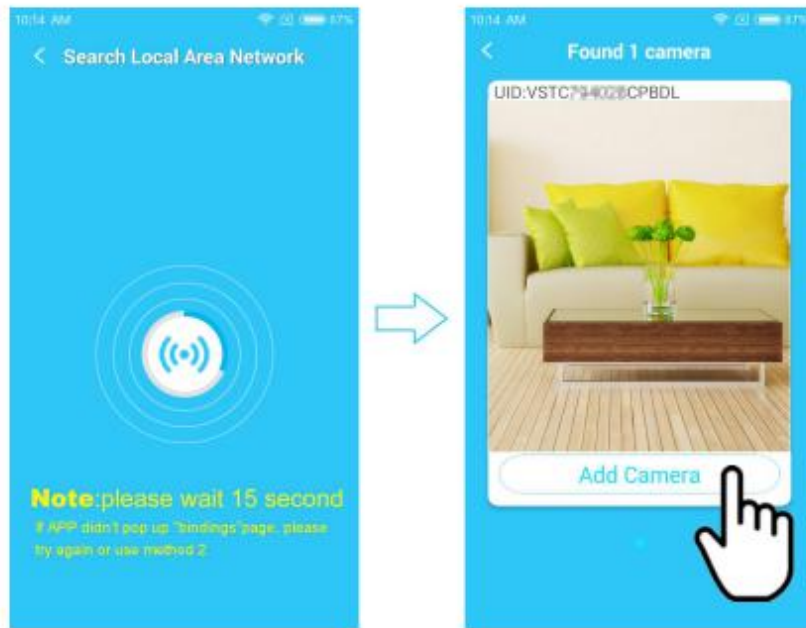
- ① Enter APP ,click the top right corner""— Choose " IP camera";
- ② Choose wireless configuration: please refer to " the wireless installation instruction " and "APP voice prompt" to operate.



- ③ Please keep the phone and camera distance within 2 meters; after about 15s, camera will speak "WiFi configuration success", click add it.



**Note: Place the phone close to the camera, and adjust the phone volume to maximum level.**



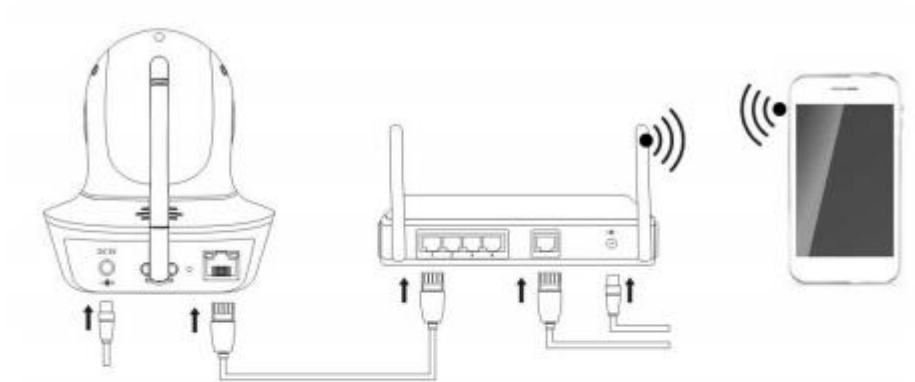
- ④ If APP didn't pop up the add camera page, please try again or use method 2.

**Installation method two:**

Please connect the camera with power and network cable, choose search in LAN or manually add the camera.

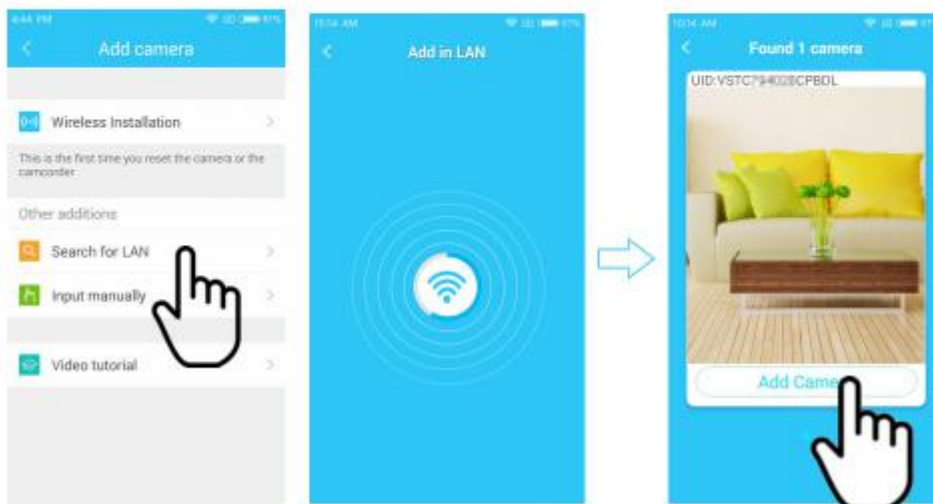
- ① Please check camera network cable which should be connected with the router LAN, and confirm the yellow indicator is flashing.

**Please make sure the phone and camera are under the same router.**



**Please connect the network cable**

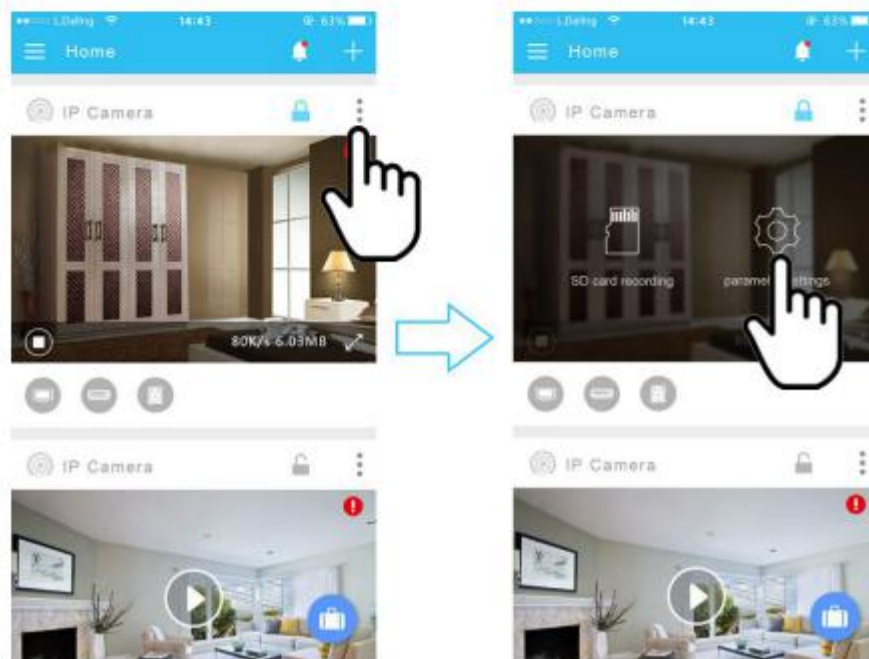
- ② Enter APP ,click the top right corner “+”—— Choose IP camera.
- Search camera in LAN: can find all the available camera in the same router as the smartphone. If added success, other account users want to add the camera, can also use this search function to add. (Note: Eye4 account already added camera will unable to find) .



- ③ Wait about 15s will pop up the add button, if still no camera find, please try again, or return to previous step, choose manually add camera.
- Manually add a camera: input camera UID, or scan the camera bottom sticker QR code to add.

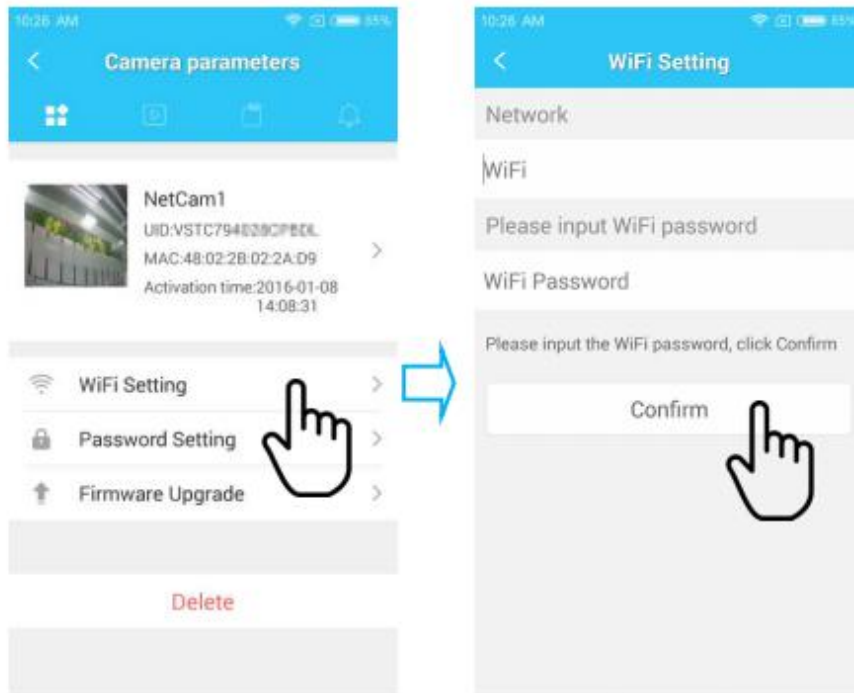
**Note: If need to setup WiFi connection, please follow below instruction:**

- ④ Click the top right corner "⋮" :— choose setting —wireless configuration", input WiFi password same as the smartphone/tablet connected WiFi.





- ⑤ Wait until camera speaks "please remove the network cable, camera will restart...", remove the network cable (no need to remove the power connection).

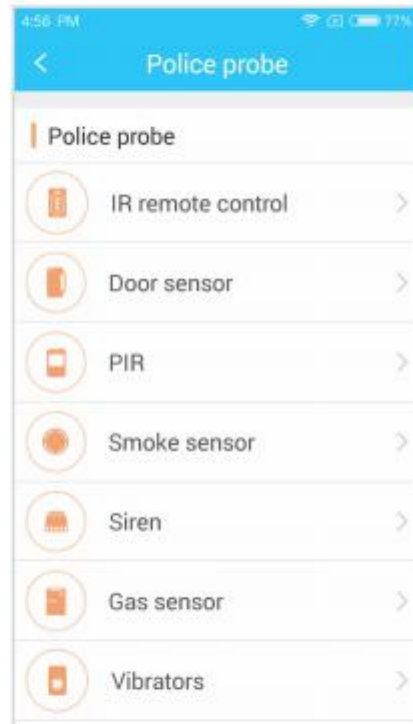
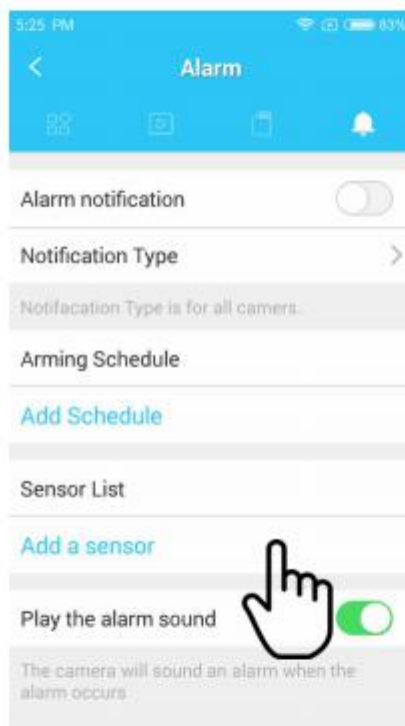


Unplug the network cable, camera will reboot automatically...

**Note:** If setting fail, please still use network cable connection or change the router to setup again.

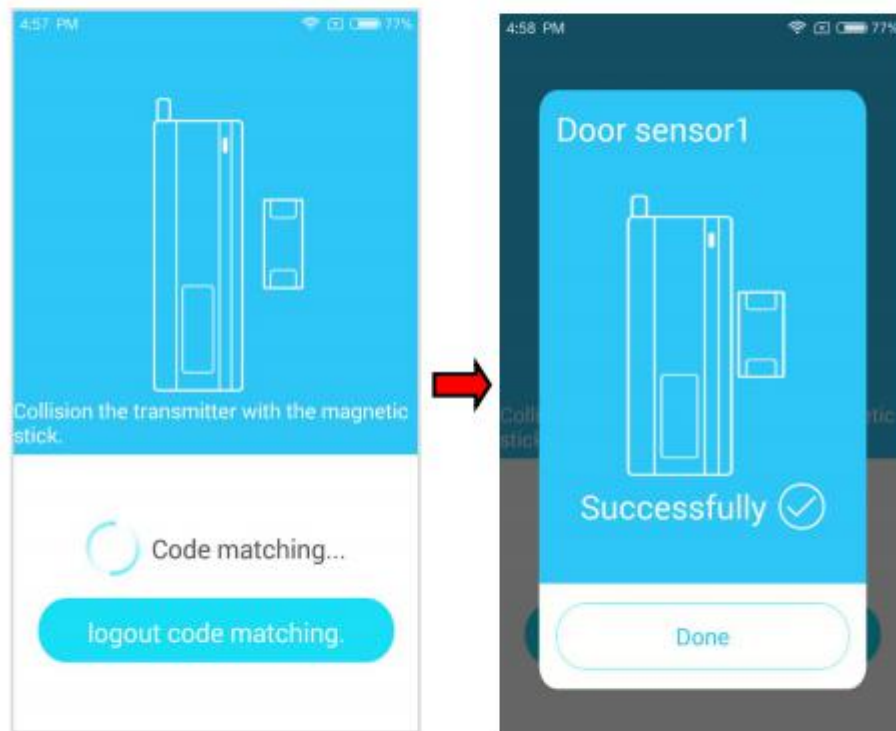
## 5. Remote control code pairing

- ① Enter APP, click camera top right corner icon “⋮”, — choose parameter — Click “🔔” — select sensor — choose sensor type to add.






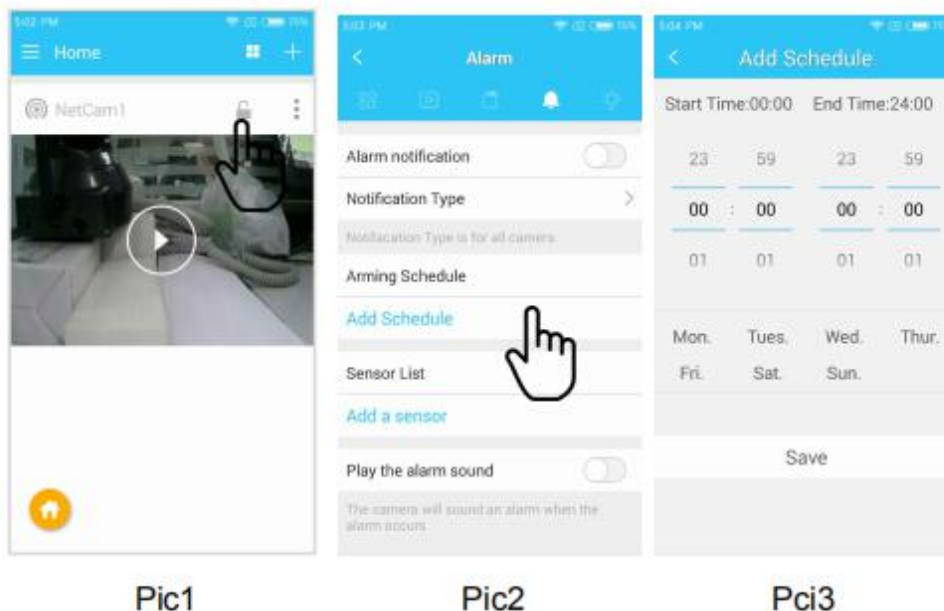
② Follow the animation instruction to do the detector code matching.

(Repeat this action to add multiple detectors)



## 6. Arming/disarming setup

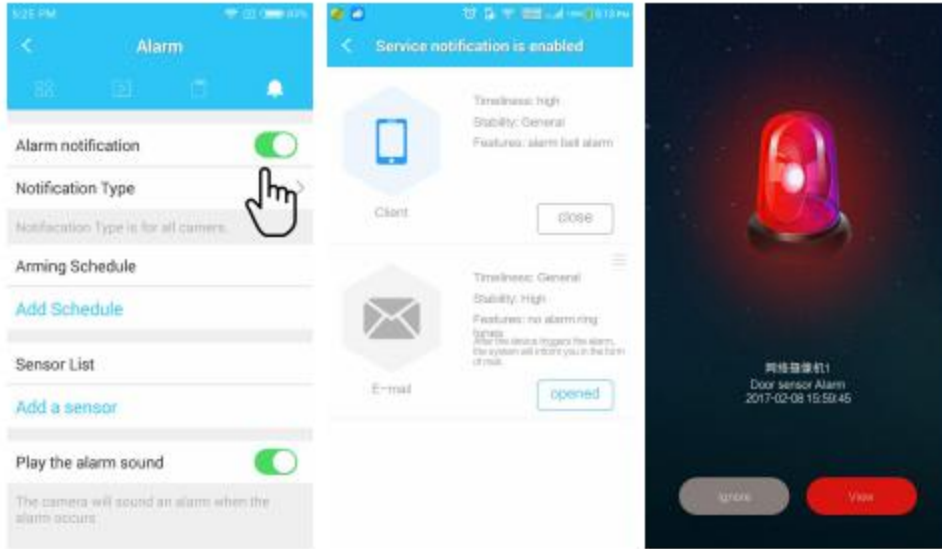
- ① Click pic 1 shown APP icon  , can arming and disarming individual alarm camera.
- ② Click pic 1 right up corner  --parameter setting-- choose  in pic 2---add time schedule; enter pic 3 interface can setup the camera arming and disarming schedule.



## 7. Push notification

- ① Enable the alarm notification function (Refer to 6.3.2 alarm setup);
- ② Setup the alarm to remind method;

- ③ Receive alarm push notification (Only when the alarm camera is armed, and sensors is triggered).



## 8. Service

If you need more help, please visit our FAQ:

<http://FAQ.eyec4.so>

Or email to: [support@vstarcam.com](mailto:support@vstarcam.com)

Skype: [support3@vstarcam.com](https://www.skype.com/people/support3@vstarcam.com)

Support QQ: 4006217868



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The manual is made based on the eye4 4.0 version, the interface will be some different cos of the app update.please refer to the actual version as standard .